1   1.   A call center comprising:

2   a customer service response system (CSRS) capable of responding to an incoming

3   telephone call from a calling party by playing a message to said calling party;

4   a graphical user interface (GUI) electrically coupled to said CSRS and configured to

5   receive and display information from said CSRS;

6   wherein said information received from said CSRS originates from said calling party.

1   2.   The call center according to Claim 1 wherein said GUI is configured to selectively initiate

2   another message being sent from said CSRS to said calling party.

1   3.   The call center according to Claim 1 wherein said GUI displays a plurality of possible

2   messages that may be sent from said CSRS to said calling party.

1   4.   The call center according to Claim 3 wherein at least one of said plurality of messages is

2   customizable.

1   5.   The call center according to Claim 1 wherein said CSRS further includes a voice

2.   recognition program which is capable of converting voice signals into text messages.

1   6.   The call center according to Claim 1 wherein said CSRS further includes a voice

2   recognition program which is capable of converting text messages into voice signals.

3

1   7.   The call center according to Claim 1 wherein said GUI provides an option for bypassing

2   said CSRS.

1   8.   The call center according to Claim 1 wherein said CSRS is an adjunct to a telephone.

1   9.   The call center according to Claim 1 wherein said CSRS is capable of responding to a

2   plurality of incoming telephone calls from a plurality of calling parties by playing a

3   message to each of said calling parties.

1   10.   The call center according to Claim 1 wherein said CSRS is configured to receive voice

2   and text messages.

1   11.   The call center according to Claim 1 wherein said message is a voice message.

1   12.   The call center according to Claim 1 wherein said message is a text message.

1   13.   The call center according to Claim 1 wherein said message is a multimedia message.

1   14.   The call center of Claim 1 wherein said CSRS is further capable of accessing a remote

2   computer system in response to receipt of said information from said calling party.

1   15.   The call center of Claim 1 wherein said CSRS is further capable of forwarding said

2   incoming call to another telephone number in response to receipt of said information

3   from said calling party.

1   16.   A method of servicing a call at a call center comprising:

2   receiving information from a caller at a customer service response system (CSRS);

3   displaying said information on a graphical user interface (GUI);

4   employing said GUI to prompt said CSRS to send a message to said caller; and

5   transmitting said message for receipt by said caller.

1   17.   The method according to Claim 16 further comprising selectively initiating from said

2   GUI another message being sent from said CSRS to said calling party.

1   18.   The method according to Claim 16 further comprising displaying on said GUI a plurality

2   of possible messages that may be sent from said CSRS to said calling party.

1   19.   The method according to Claim 18 further comprising customizing at least one of said

2.   plurality of messages.

1   20.   The method according to Claim 16 further comprising converting a voice signal received

2   from said calling party into a text message for display on said GUI.

3

1   21.   The method according to Claim 16 further comprising converting a text message

2   displayed on said GUI into a voice message for transmission to said calling party.

1   22.   The method according to Claim 16 further comprising bypassing said CSRS and

2   connecting said incoming telephone call to a telephone at said call center.

1   23.   The method according to Claim 16 further comprising said CSRS responding to a

2   plurality of incoming telephone calls from a plurality of calling parties by playing a

3   message to each of said calling parties.

1   24.   The method according to Claim 16 further comprising receiving at said CSRS at least one

2   voice message and at least one text message.

1   25.   The method according to Claim 16 further comprising said CSRS accessing a remote

2   computer system in response to receipt of said information from said calling party.

1   26.   The method according to Claim 16 further comprising said CSRS forwarding said

2.   incoming telephone call to another telephone number in response to receipt of said

3   information from said calling party.

1   27.   A call center comprising:

2   call system response (CSR) means for receiving information from a plurality of telephone

3   calls;

4   graphical user interface (GUI) means coupled to said CSR means for displaying said

5   information from said plurality of telephone calls;

6   wherein said GUI means is also for initiating a response to said information from at least

7   one of said telephone calls.

1   28.   A call center comprising:

2   a customer service response system (CSRS) capable of simultaneously responding to a

3   plurality of incoming telephone calls from a plurality of calling parties by playing a message for

4   receipt by each of said calling parties;

5   a graphical user interface (GUI) electrically coupled to said CSRS and configured to

6   display information from said CSRS that originated from at least one of said plurality of calling

7   parties; and,

8   voice recognition software included within said CSRS;

9   wherein information from at least one of said calling parties is received by said CSRS as

10.   a voice signal;

11   wherein said voice recognition software is configured to convert said voice signal into a

12   text message for display on said GUI.